

FIGURE 1

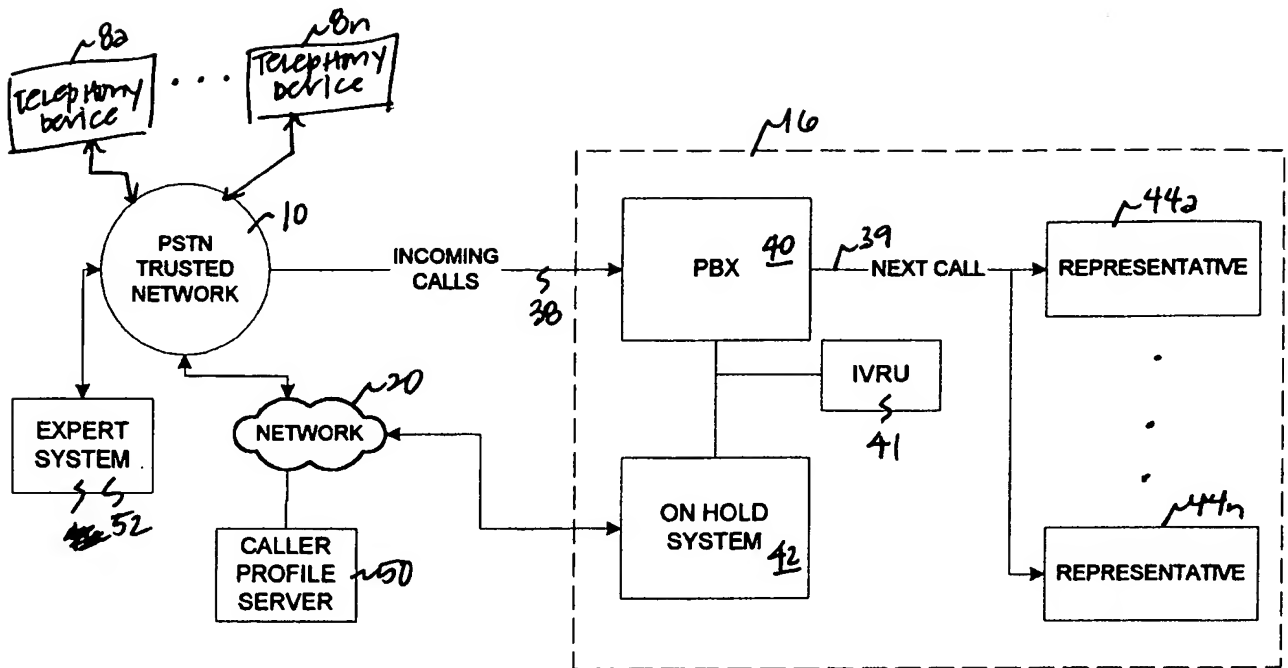


FIGURE 2

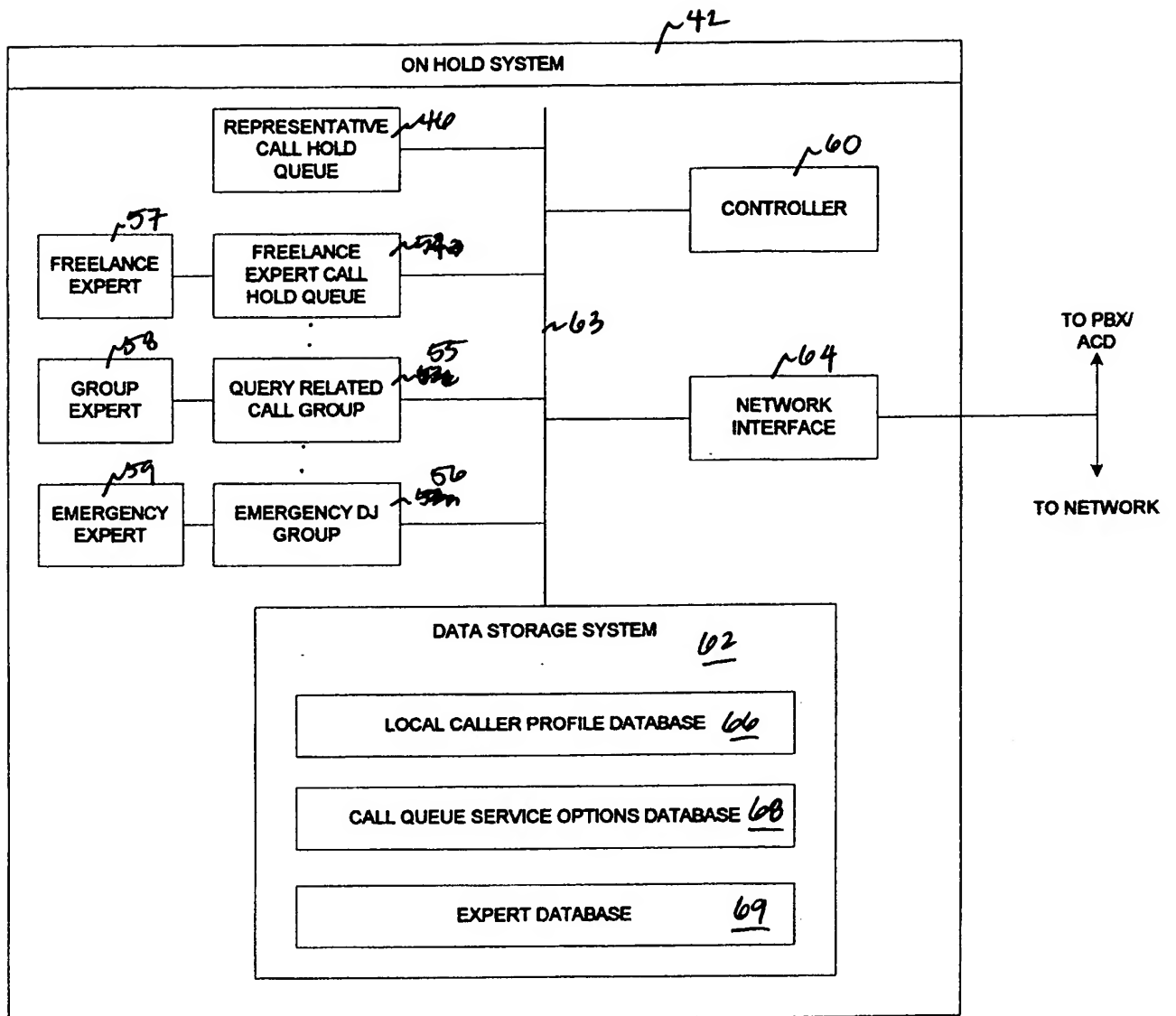


FIGURE 3

REPRESENTATIVE CALL HOLD QUEUE <u>70</u>			
POSITION	VID	OPTION	INCENTIVE
1	512-00-1111	MUSIC	-
2	512-00-2222	FREELANCE #4	DISCOUNT
3	512-00-3333	EMERGENCY	REWARD POINTS
4	512-00-4444	EMERGENCY	REWARD POINTS
5	512-00-5555	EMERGENCY	REWARD POINTS
6	512-00-6666	PRINTER GROUP	-
7	512-00-7777	MODEM GROUP	-
8	71 — 512-00-8888	FREELANCE #2	HOLD QUEUE POSITION
9	512-00-9999	PRINTER GROUP	-

APPLICATION OF INCENTIVE FOR VID 512-00-8888

REPRESENTATIVE CALL HOLD QUEUE <u>72</u>			
POSITION	VID	OPTION	INCENTIVE
1	512-00-1111	MUSIC	-
2	512-00-2222	FREELANCE #4	DISCOUNT
3	512-00-3333	EMERGENCY	REWARD POINTS
4	512-00-4444	EMERGENCY	REWARD POINTS
5	75 — 512-00-8888	FREELANCE #2	HOLD QUEUE POSITION
6	512-00-5555	EMERGENCY	REWARD POINTS
7	512-00-6666	PRINTER GROUP	-
8	512-00-7777	MODEM GROUP	-
9	512-00-9999	PRINTER GROUP	-

FIGURE 4

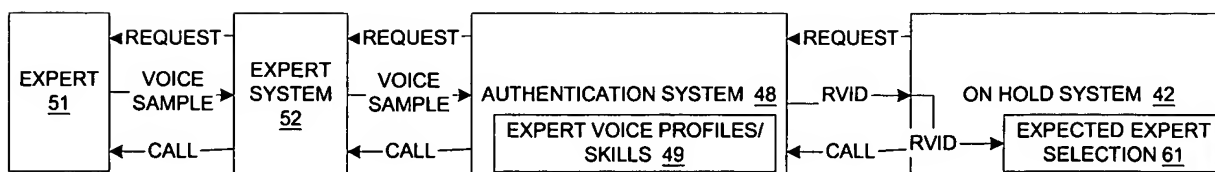


FIGURE 5

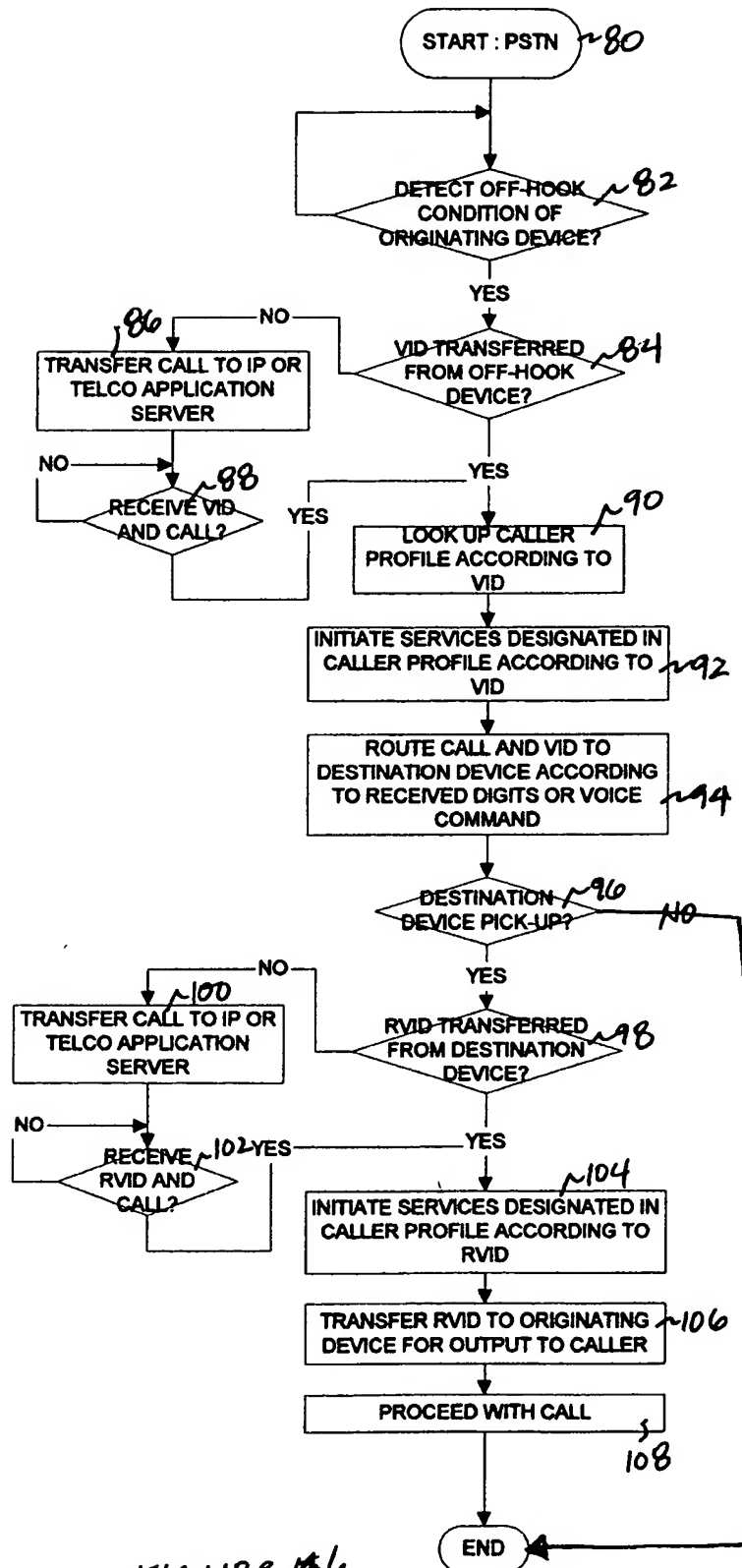


FIGURE 46

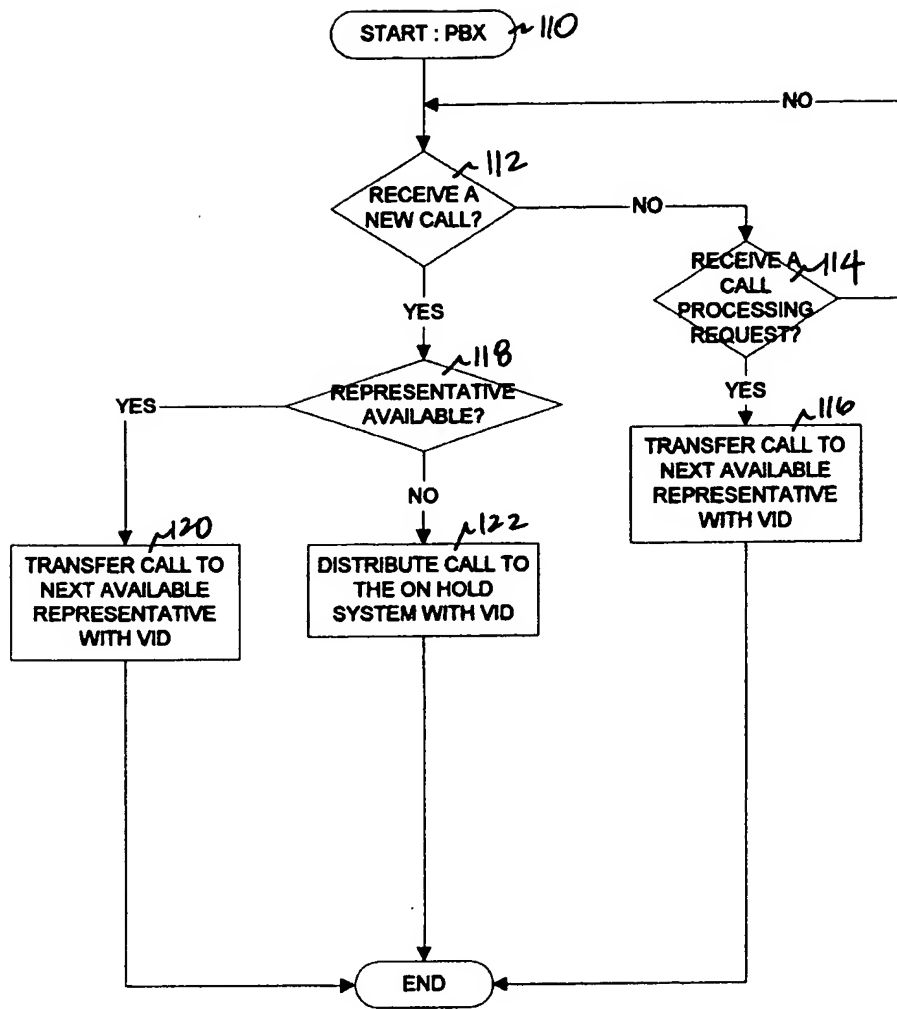


FIGURE 7

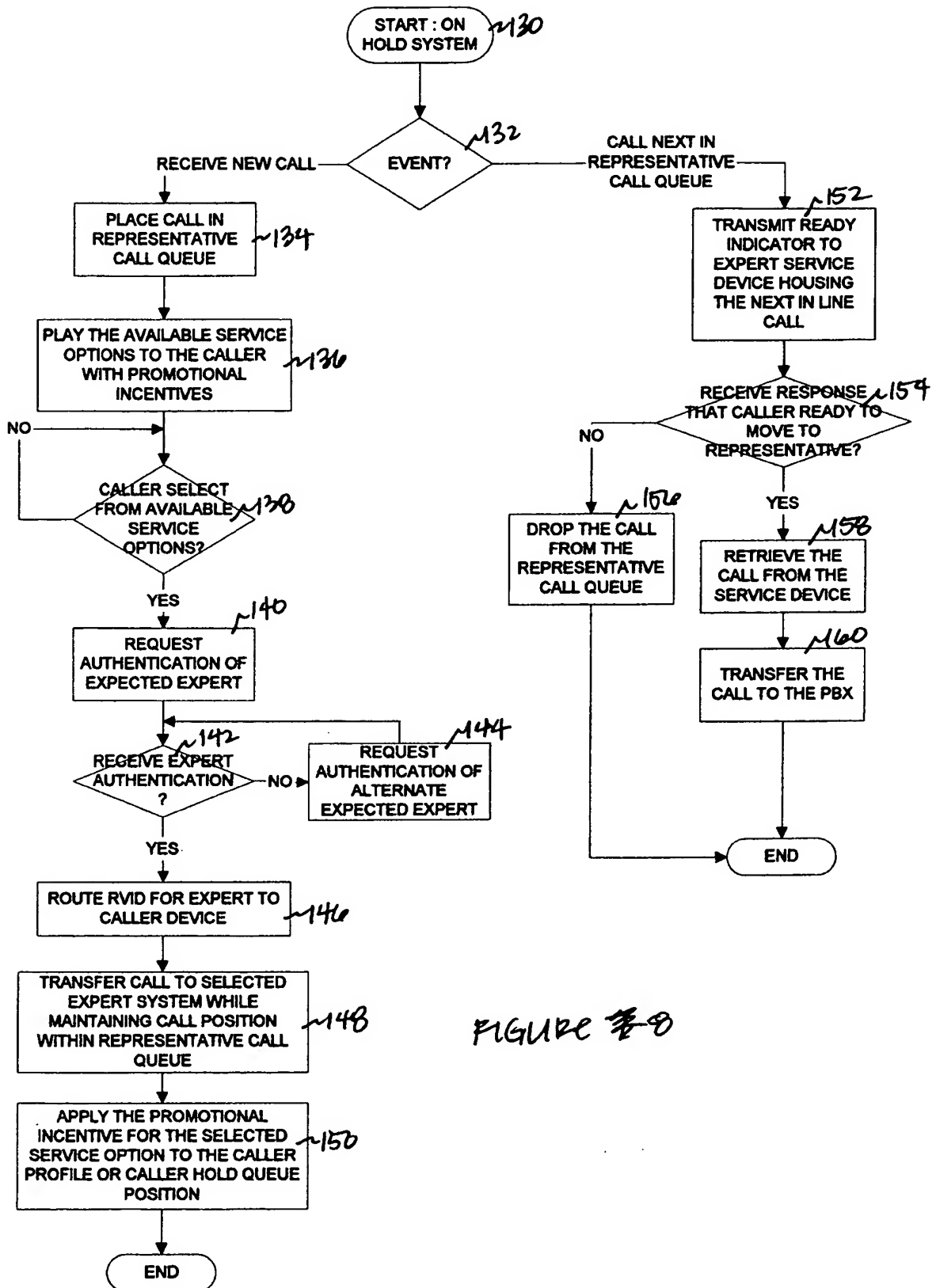


FIGURE 8

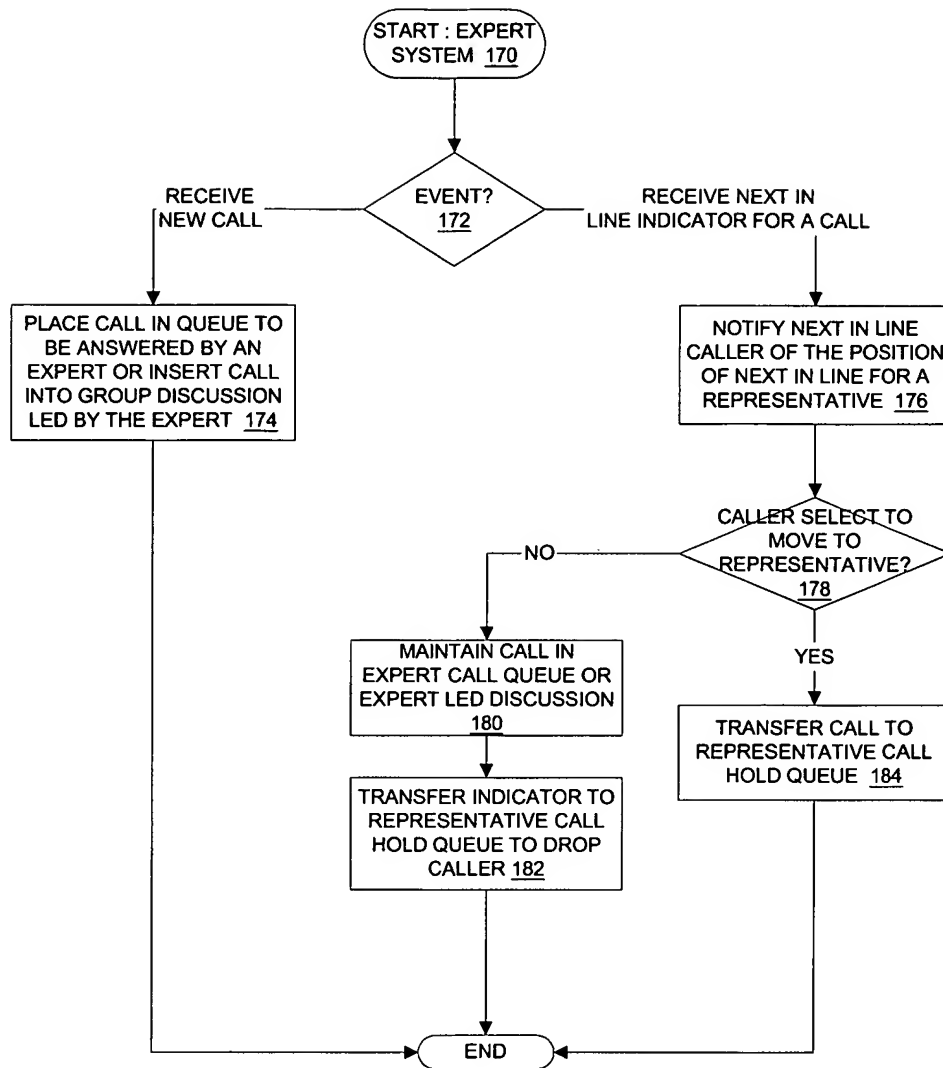


FIGURE 9